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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : ANDERSON, Nancy L., et al.
SERIAL NO : 09/255,968
FILED : February 23, 1999
TITLE : METHOD AND MEANS FOR EVALUATING CUSTOMER SERVICE
PERFORMANCE

Grp./A.U. : 2163
Examiner : Reagan, J.
Conf. No. : 9218
Docket No. : P03735US0

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MAR 13 2002

AMENDMENT

Technology Center 2100

Assistant Director for Patents
Washington, D.C. 20231

Dear Sir:

In the matter of the above-identified application for United States Letters Patent and in response to the Office Action mailed July 17, 2001, kindly enter the following amendments and consider the following remarks relative to reconsideration of the present application.

In the Claims

Please cancel claims 5 and 12 through 22.

Kindly amend claims 1, 3, 4, and 10 as follows.

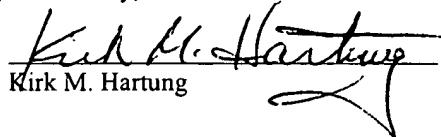
02/07/2002 SSITHIB1 00000084 09255968

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CERTIFICATE OF MAILING (37 C.F.R. § 1.8(a))

I hereby certify that this document and the documents referred to as enclosed therein are being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this 15 day of January, 2002.


Kirk M. Hartung